

ABSTRACT

A system, method and article of manufacture are provided for affording an operations architecture to implement a local service activation management system. First, a physical environment is provided for supporting a local service activation management system. The physical environment is managed with managing hardware which is in turn supported by support infrastructure. Further, a common integration platform is implemented. In use, operation management procedures are executed such as disaster recovery, scheduled maintenance, roll outs and release, production control, toolset procedures, service level agreement generation, operations level agreement generation, and service level reporting.